

ABSTRACT OF THE DISCLOSURE

[0042] A line-by-line user interface enables a user to question individual line items in a transaction. The user interface provides multiple links to multiple destinations for multiple question types per line item to facilitate routing a user request to an appropriate destination based on its question type. An eXtensible Markup Language (XML) representation of each of the individual line items can be processed to automatically create the line-by-line user interface. The XML representation includes tags within which the multiple links per line item are defined.